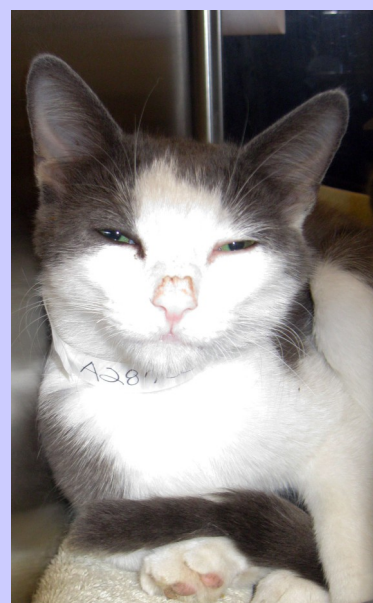




# Annual Report

## Maricopa County Animal Care and Control

### *Saving More Lives...*





## FROM THE DIRECTOR

Maricopa County Animal Care and Control (MCACC) is a leader in the Arizona animal welfare arena. Leaders, whether individuals or organizations, must maintain a serious self-critique approach to business in order to retain the relevance of their programs.

In tough times, organizations, including governments, secure sustainability by becoming more efficient. Programs are assessed under serious cost-benefit analysis. Stretching every dollar to reach as many customers as possible should be everyone's "marching orders".

Assessing every program and every investment without exception is a leader's challenge. This practice is most critical when the economic environment is not at its best. In times like these, growth in key programs can only be achieved by trimming areas where the benefits are less quantifiable.

In animal welfare, those decisions are not easy. We ask ourselves every day: "how can we benefit the community and its animals in the most meaningful and efficient way?" Talking about "trimming" and "cost-benefits" when lives are at stake is not an easy endeavor. However, we at MCACC understand that our community needs service providers who are capable of continuous and meaningful change. MCACC reinvents itself to provide the best possible level of service and to honor our commitment to end the senseless euthanasia of homeless pets.

We make operational decisions to sustain our life-saving efforts and secure a safer future for pets and their owners. Mabel Newcomer, a leading economist in the early 1900's, who had a humane approach to the study of economy, once said: "It is more important to know where you are going than to get there quickly. Do not mistake activity for achievement."

Last fiscal year, MCACC experienced a reduction in dog licensing sales. Dog licensing sales are the bread of our organization, feeding and supporting all our animal sheltering and life-saving efforts. Although this reduction may appear insignificant (1% or 3,800 licenses) and our award-winning licensing process is extremely efficient, it caused us to reassess our business approach.

As a result, in a few months, we will be unveiling our new dog licensing program. We are certain this new approach will allow MCACC to increase efficiency and savings, and to utilize more resources for saving lives.

Our shelter intake experienced a 6% reduction, down 3,000 animals; however, total euthanasia went down by 14%, or 4,000 animals. Part of this success is the result of a review of our process to transfer pets to other organizations through our new hope program.

Hard economic times caused Friends of Animal Care and Control (FACC's) to experience a reduction in donations. As a result, we had to limit the number of Spay and Neuter Assistance Program (SNAP) vouchers issued to Maricopa County families. However, over 12,000 surgeries were provided to needy pets. We were able to reduce the cost of our Uno por Uno program, also supported through donations, and continue to provide services to vulnerable neighborhoods in our community.

Our field enforcement division is addressing animal control problems with increased efficiency. Even though staffing levels have been maintained at a lower level than the previous year (by regular attrition – not reduction in force), response times have not suffered and services are being maintained at a reasonable level.

Our spay and neuter clinics are working to improve their work flow. Our call center is working harder than ever. Every part of our operation is doing more with less. We at MCACC are committed to reinventing ourselves to meet the challenges of the times. We will continue to leverage our resources in a manner that secures the sustainability of our life-saving efforts and ensures a brighter future for our community.

I want to thank FACC's and all those companies, partners and individuals who believe in what we are doing. You have helped to make MCACC the number one life-saving and pet-adoption organization in Arizona. THANK YOU!



**MCACC offers many services to the community:**

- Adoptions**
- Vaccinations**
- Dog License**
- Spay/Neuter**
- Microchip**
- Volunteer Opportunities**
- Return to Owner**
- Quarantine**
- Dog/Cat Intake**



## SHELTER SERVICES



54,696 dogs and cats came to MCACC last year. While the number is high, it is 3,000 less than the prior year. We would like to believe that the tide has started to change in our pet homelessness problem. While we still have a long way to go before no more homeless animals are euthanized, the change is encouraging.

Our goal of zero euthanasia of healthy, treatable, and manageable animals by 2012 is looking like it may become a reality.

For the first time in our history, more than half of the animals coming into our shelters are walking out. (See chart below)

Our live release rate at the end of the year was 54%. For the

last quarter of the year, it was above 60%.

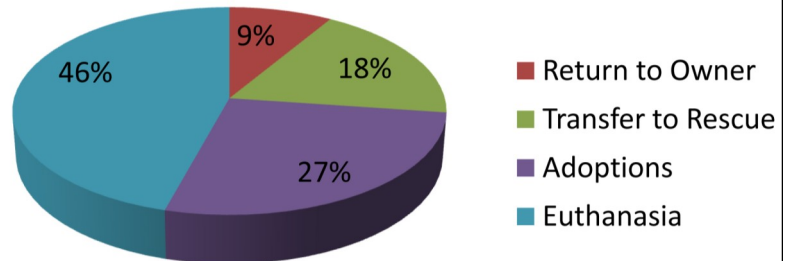
We euthanized 4% less of the animals we took in this year compared to last year.

While we hope to continue to save more lives, we maintain that community involvement is essential.



MCACC received a new adoption bus this year. Decked out in bright colors and with adorable animals on board, it is sure to cause some tails to wag.

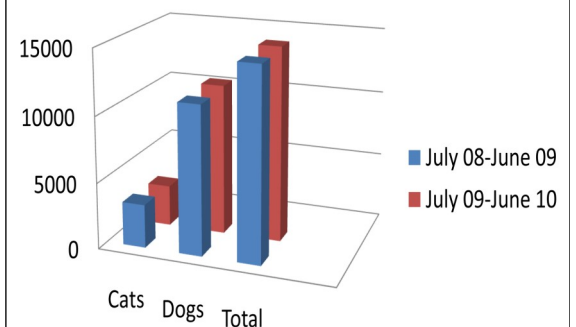
### Shelter Intake



MCACC strives to find homes for as many animals as possible. Adoption numbers are up from the year before, even though we took in fewer animals. MCACC's Mobile Adoptions Bus went to 316 events this past year (100 more than last year). MCACC also has cats at four local PETCO stores. We adopted 1,006 cats and 942 dogs for a total of 1,948 animals from our off-site adoptions.



### Adoptions



**With over 100 New Hope Rescue partners, more than 10,000 dogs and cats were given a second chance at finding a permanent home. New Hope groups take animals that may not be adopted under regular circumstances and work with them to make them adoptable.**



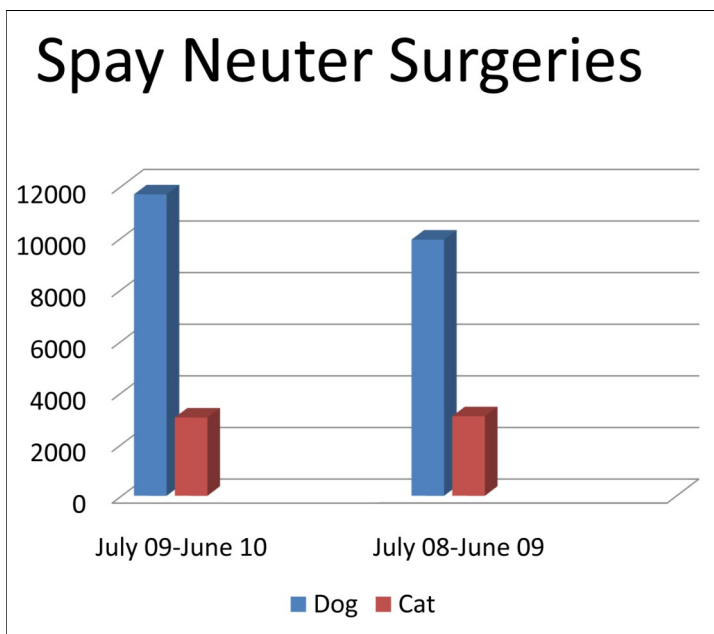
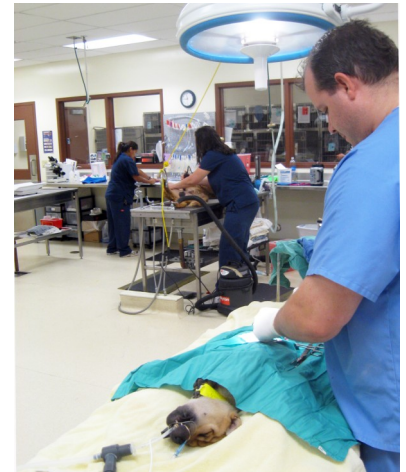
## SHELTER SERVICES—VETERINARY CLINIC

Peek into MCACC's clinic, and you will witness a well-oiled machine. With two clinics and three full-time veterinarians, 14,716 spay neuter surgeries were done this past year. The clinic staff performed surgery on 1,500 more animals than the previous year.

To reach the goal of lowering euthanasia (no euthanasia for treatable and manageable pets by 2012), dogs and cats that are sick need to be treated.

Clinic staff treated 1,786 dogs and cats for a variety of illnesses and injuries.

The clinic has partnerships in place with local veterinary and veterinary technician schools. Because of this, they are able to work on more animals, and give precious work experience to the students. Eight veterinary interns were trained this year along with eight veterinary technicians. Moreover, 15 local veterinarians volunteered their time with MCACC.



From right: Dog after eye enucleation; puppy after deformed leg amputated



## VETERINARY CLINIC SPECIAL CASES

While the main duty for MCACC's veterinary team is to perform spay and neuter surgeries, they also perform other surgeries to help the animals that come to the shelter. Many dogs came in needing deep wound cleaning in order to stave off what could become deadly infections. If a dog or cat came in with a deformed or severely injured limb, the veterinary team amputated the limb to save the animal's life. They performed enucleations on injured or diseased eyes and hernia repairs as well.

The most interesting surgery of the year was probably done on the hermaphrodite dog. The dog had dual sex organs. Our Chief Veterinarian basically made a proper sheath from the female parts for the male sex organ.



The Uno por Uno program also offers free cat spay/neuter surgeries every month. 121 owned cats and 381 feral cats were altered.

## COMMUNITY OUTREACH—UNO POR UNO

The Uno por Uno Program has become a community staple. When it was initiated in 2007, the goals were simple:

- Increase rabies vaccination compliance
- Increase license compliance
- Increase spay/neuter surgeries
- Reduce impounds
- Reduce bites
- Help eliminate the euthanasia of healthy pets

The goals haven't changed, and the team is in more communities than ever. This year, Uno por Uno was in 12 communities in Tempe, Queen Creek, Phoenix, Glendale, Paradise Valley, and Chandler.

Uno por Uno offers free rabies vaccination clinics, free spay/neuter clinics, opportunities to purchase a Maricopa County dog license, and education about responsible pet ownership.

This year, the results were outstanding:

- 431 surgeries
- 6,274 vaccinations

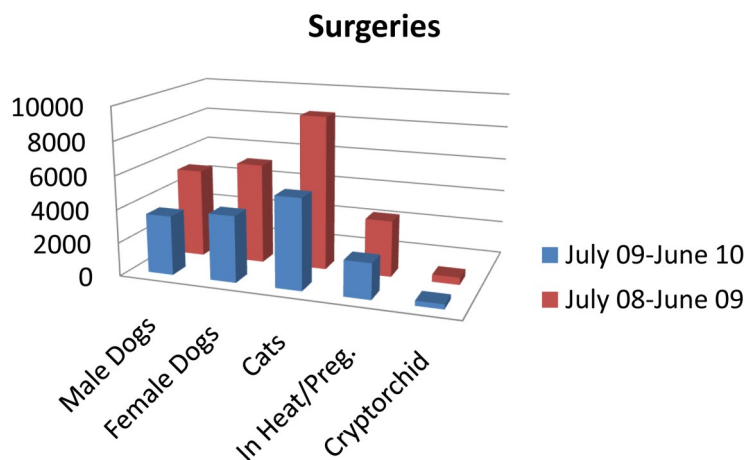
- 2,090 licenses sold

Rabies vaccinations and dog licenses were well up from the prior year, indicating more people know now about the law mandating current rabies vaccines and dog licenses for their canines.



MCACC's Uno por Uno program has a new addition. The Uno por Uno bus helps to spread the word about the importance of spaying and neutering, licensing, and vaccinating. When the bus is in your community, the Community Outreach team may be holding a free rabies vaccination clinic or even a free spay/neuter clinic. So when you see the bus, stop by to find out what's going on.

## SPAY NEUTER ASSISTANCE PROGRAM



MCACC's Spay Neuter Assistance Program (SNAP) is helping save lives. While still a success, the program went through some changes this year. Due to funding, there is now a limit of 1,000 applications handed out each month.

Veterinarians continue to be interested in the program. In fact, many have said that the program has helped them to stay afloat during these tough economic times. More than 59 clinics participate in SNAP.

\$805,770 was spent on 12,901 surgeries this year. The money for the surgeries comes from donations raised by Friends of Animal Care & Control (FACCs), MCACC's 501 (c)3 non-profit partner.

## FIELD ENFORCEMENT

MCACC's Field Enforcement Division was created to ensure the safety and health of people and pets in the community. The Animal Control Officers (ACOs) responded to 33,443 activities this year.

Keeping the community safe is important. With 5,551 animal bites reported,

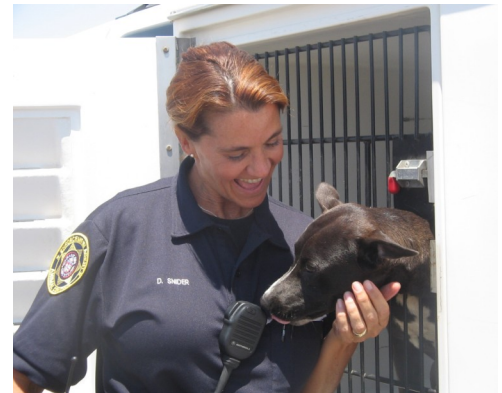
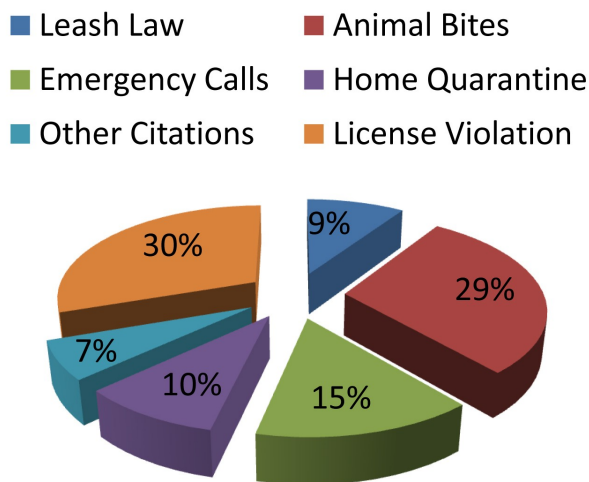
ACO's investigated 5,551 animal bites. Bite investigations may also prompt quarantines. MCACC followed up on 1,798 home quarantines this year.

Arizona law states that all dogs over three months of age must be licensed. Animal Control Officers issued 5,675

license violation warnings and 181 failure to license citations.

Arizona law also states that all dogs must be confined entirely to their owner's property or on a leash when away from their home. 1,756 leash law citations were given out.

### Field Activities



Animal Control Officer Snider with a dog rescued off the street.

## Contract Services

The Field Department has contract agreements to provide services to cities and towns in Maricopa County. They are:

**Animal Control Officers impounded 25,614 animals this year.**

Phoenix	Paradise Valley	Glendale
Goodyear	Gila Bend	Litchfield Park
Scottsdale	Tolleson	Youngtown
Tempe	Chandler	Carefree
Guadalupe	Gilbert	Buckeye
Queen Creek	El Mirage	Fountain Hills
Cave Creek	Salt River Pima/Maricopa Indian Communities	
San Lucy District of the Tohono O'Odham Nation		



**MCACC is excited to announce that we will be rolling out permanent dog licenses. You will still have to pay for a yearly fee, but you will no longer need to get a new tag, unless it gets lost.**

## LICENSING

MCACC's licensing section mailed out over 579,000 dog license related materials:

- 328,998 renewals
- 65,369 past due notices
- 11,077 final notices
- 173,765 failure to license notifications

For fiscal year 2010, there are fewer past due and failure to license notices mailed out. We would like to believe more county residents are realizing the importance of licensing their dogs and doing so on time.

In November 2009, the licensing section expanded their services by holding mobile licensing events out in the community. The team set up in veterinary clinics throughout the valley and issued over 400 licenses.

### DOG LICENSES ISSUED

Altered dog:	245,541	(73%)
Senior Dog Altered	51,704	(15%)
Unaltered Dog	38,647	(12%)
<b>TOTAL LICENSES:</b>	<b>336, 892</b>	

**36,517 dog licenses were issued online!**

## YEAR OF THE CAT



Maricopa County is seeing a cat crisis. Thousands of cats are without homes and hundreds more are born every year. More than 14,000 cats come through our shelter doors yearly.

Only 25% of the cats that come to the shelter get adopted and about 20% get rescued. Too many cats are being euthanized. Cat euthanasia is higher than dog euthanasia, even though we take in more dogs.

Also, a small number of lost cats actually go back to their owners, a mere 1/2%. About 15% of dogs go back to their owners.

MCACC has dedicated 2010 as the Year of the Cat to change these numbers, in effect, saving more cats lives. MCACC is focusing on three main issues: reduce shelter intake, increase adoption, and raise community awareness of cat issues.

MCACC is committed to provide the following in order to save more cats' lives:

- Monthly free cat-only spay neuter clinics
- Monthly feral cat spay neuter clinics
- Monthly cat adoption specials
- Flyers and posters in the community

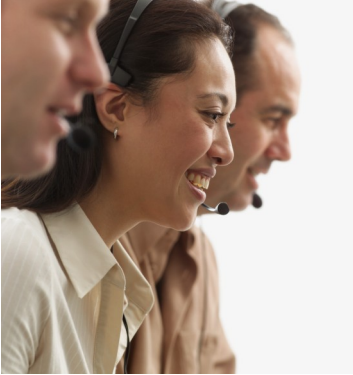


## CALL CENTER

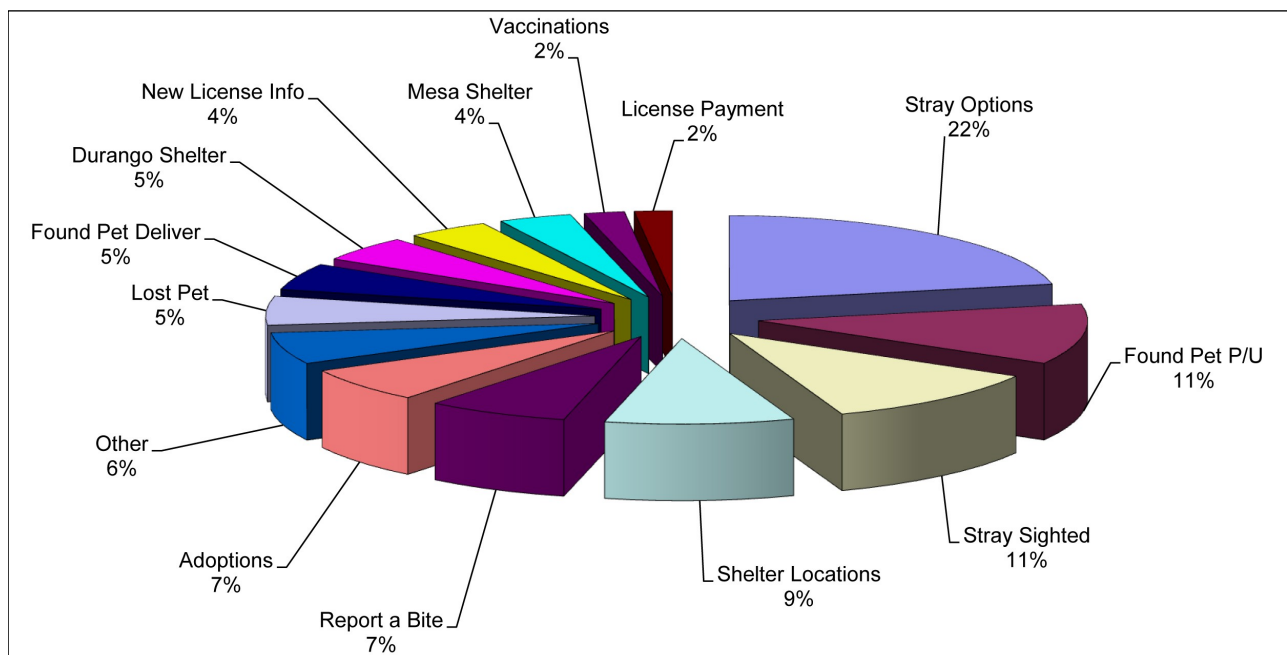
MCACC's Call Center received more than 399,000 calls this year. That is 50,000 less than the year before.

More callers are taking advantage of MCACC's automated system. This year, 46% of the callers used it (up 3% from last year). The remaining 213,784 were offered to our agents. 99.80% of the agent requested calls were handled.

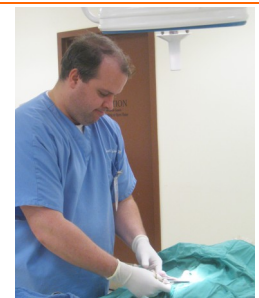
Even though the call center staff is smaller this year, their performance continues to improve. The majority of calls continue to be about stray and loose dogs. Call center staff gives information needed to locate a dog for an Animal Control Officer or directions on how to bring the dog to one of MCACC's two shelters.



## TYPES OF CALLS RECEIVED



A new state law (HB 2458) took effect September 2009, mandating that all animals entering any shelter (with some exceptions) be spayed or neutered and implanted with a micro-chip before being released to their owners. Approximately 907 dogs and 4 cats were returned to their owners spayed or neutered.





In order to change the culture of the homeless pet problem in Maricopa County, MCACC wants to change the way people think about animal ownership and what the shelter is.

To spread the word, MCACC produces a quarterly TV program, educational brochures, a quarterly newsletter, and bilingual comic books.

Talking to the media is another way to educate the community, and to let them know what is happening at MCACC.



Primrose Preschool collected a van full of donations for MCACC's homeless animals.



## COMMUNITY RELATIONS

MCACC sent out more than 120 press releases to its media partners. We did over 300 TV and radio interviews about MCACC, responsible pet ownership, and events.

MCACC was featured in more than 300 newspaper and magazine articles.

News gets to people in a variety of ways. It isn't just found on the TV, radio, or in the newspaper anymore. News has gone viral. Social Media has become the go-to for many people to

find their news and to see what is happening.

To stay current, MCACC is now active on many social media sites—Twitter, Facebook, and YouTube.

Twitter (<http://twitter.com/MCACCaz1>)

Facebook (MCACC Friend).

YouTube (<http://www.youtube.com/MaricopaAnimalCare>)

## EVENTS

It is important to get out in the community. Whether it is a large adoption event, or a fundraising run, we can educate pet owners about MCACC and its services. Some highlights:

- The 12 K Run was filled with runners dressed for the holidays. The event raised \$2,000 for MCACC.
- Woofstock was a big success. More than 2,000 people and their pets came out for the day. 18 animals found new homes.
- Iguana Mack's Roadhouse Run took people and their dogs on a 2-mile fun run. A highlight was the eating competition for the dogs. Many animals were adopted and almost \$2,000 was raised for the shelter.
- The Scooter Rally brought scooter enthusiasts and animal lovers together. It raised \$4,300 for spay and neuter surgeries.

## MEDIA PETS

MCACC employs many different tactics to get dogs and cats adopted. One way is to involve the media. We have many wonderful media partners that help us highlight our adoptable dogs and cats in "Pet of the Week" segments.

Last year, 331 dogs and cats were media pets. Taking animals on TV helps them to get adopted, but it also attracts more people to come to the shelter and support our animals.

You can see or hear our animals by checking out:

- Channel 12 on Thursday at 1:35 p.m. and Saturdays at 8:40 a.m.
- Channel 15 on Thursdays at 11:35 a.m.
- KOOL 94.5 the last Tuesday of the month at 8:30 a.m.
- Ktar.com Pet Connect
- County Board of Supervisors Meetings Wednesdays at 9:10 a.m.

## VOLUNTEER



**"I know that I can't do everything, but I do everything that I can!" MCACC Volunteer**

MCACC would not be able to do as much as we do without the assistance of our volunteers. 620 wonderful people, as young as 15 years old, give their time to MCACC and the animals. The volunteers in total gave 26,297 hours of heartfelt work in 2009-2010.

Our volunteers offer their time and effort in many different ways that benefit the animals in our care. We have veterinarians and groomers that donate their professional skills for the good of the dogs and cats. Our volunteer adoption counselors are a driving force behind many cat and dog adoptions that we facilitate each year. Volunteers help with the physical and emotional care of the animals in our shelters. They are our ambassadors in the community all the time! Our volunteers help us save more lives each and every day!

### VOLUNTEER AT MCACC

Maricopa County has a homeless pet problem. Have you ever wondered how you can be of aid to the homeless animals? Volunteer at Maricopa County Animal Care and Control! You can give back in a variety of ways at MCACC: become an adoption counselor and help our animals find their forever homes; take pictures of the animals for our website; socialize dogs and cats by walking and playing so when their new family comes for them, they are ready for all the love they are about to receive.

You can volunteer at our shelter locations or mobile adoptions at various locations throughout the valley. You can become a foster parent and provide a temporary home for an animal until they are ready to go up for adoption. If you are good with a sewing machine, cutting down old donated comforters and sewing them to make individual doggie and kitty beds is greatly appreciated. If helping the animals is what you want to do, there is an outlet for you at MCACC.

Becoming a volunteer at MCACC is also a great way to meet people with the same love of animals. Everyone is working together to end the euthanasia of adoptable and treatable dogs and cats. You could be a part of that. For additional information about MCACC or the volunteer program, please visit our website at [www.pets.maricopa.gov](http://www.pets.maricopa.gov). Submit an online volunteer application and view a list of upcoming orientation dates. Volunteer and help us save more lives!

**"We each do our part here and together we make a tremendous difference in the lives of these animals and the people they go home with!" MCACC Volunteer**



## FOSTER CARE



MCACC's foster families are an integral part of our life-saving goals. This past year, 2,445 dogs and cats lives were saved thanks to our foster families.

MCACC has close to 200 foster families that take sick, injured, or behavioral-issue dogs and cats into their homes.

Becoming a foster family is simple. Decide whether you want to foster dogs or cats. Next, contact one of MCACC's foster coordinators. The most important step is next. Give your foster pet lots of love and attention. Give them medicine, fatten up the babies or help the ones with some behavioral problems. Return the animal to the shelter. Feel good about saving a life. Repeat.



## YEAR IN REVIEW IMAGES

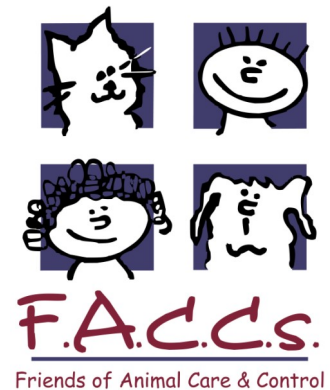
**MCACC likes to get out in the community. Whether it is an Uno por Uno rabies vaccination clinic, an offsite adoption event, or a fundraiser, we will be there with animals or services in tow.**





### SPECIAL THANKS

A very special thanks goes out to Friends of Animal Care & Control (FACCS), MCACC's non-profit partner. FACCS works to end the euthanasia of animals by raising funds to support MCACC's life-saving programs, including the Spay Neuter Assistance Program (SNAP). The Hero Awards, FACCS annual gala, pays tribute to the hero animals of the community. The 2009 Hero Awards raised more than \$220,000 to help lower the homeless pet problem in Maricopa County.



### YEAR AHEAD



MCACC wants to find permanent homes for as many animals as possible, and help to end pet homelessness. Besides shelter adoptions, people can find a pet out in the community on our adoption bus. We are expanding our adoption venues again. In partnership with Metrocenter Mall (Jones Lang LaSalle Americas, Inc.) and PetSmart Charities, animals will now be available for adoption at the local mall.



Under One Woof is slated to open in late 2010. With 5,435 square feet, plenty of room is available for dogs and cats. The center will feature 30 animal kennels, an isolation area, a large play area, and meet and greet rooms. The adoption center will be staffed with current MCACC employees and volunteers. They will be caring for 20-50 dogs and cats, who will stay at the satellite location. Dog owners will also be able to purchase dog licenses. The store will be open Monday – Saturday from 10am–9pm, and Sunday from 11am–6pm.



MCACC is also planning to focus on Pit Bulls next year. We want to educate the community about the breed. Most of the ones we see in our shelters are there because their owners did not know what they were getting into when they acquired a Bully. Sadly, there are not enough good homes for them. These beautiful animals have a greater risk of being euthanized than any other breed; in fact, a 50% higher risk. Rescue groups don't want them as they are harder to place than any other dog.

Many people don't understand the breed and are unreasonably afraid of them. Of all the Pit Bulls in the shelter, less than 1% will go to a rescue group, 12% will be claimed by their owners, and 10% will be adopted. Over 70% will be euthanized. MCACC is committed to change this trend.

## **Maricopa County Animal Care and Control**

2500 S. 27th Avenue  
Phoenix, AZ 85009

2630 W. 8th Street  
Mesa, AZ 85201

[www.pets.maricopa.gov](http://www.pets.maricopa.gov)

**Serving neighborhoods,  
families and pets one by one**

MCACC's services reflect the delicate balance that exists between animal welfare and animal control. We strive to be proactive and offer programs to prevent problems before they occur.

It is our vision to reduce the dangers and nuisances caused by irresponsible pet ownership and to protect pets from abuse, neglect and homelessness.

We accomplish this through transparency, accountability, professionalism, clarity, and acting with a humane attitude, all through a safe approach.

